

8014 - DISPATCHER TRAINEE

NATURE OF WORK

This is work in a trainee capacity in advanced telecommunications work of considerable complexity in City of Miami Beach Public Safety Communications Unit (PSCU), operating radio transmitting equipment and other automated systems to dispatch and communicate with mobile public safety and other units and agencies. Work involves becoming proficient in all Dispatcher functions including, but not limited to, relaying orders and information to and from public safety and other personnel, utilizing a central communications network, and operating a base station radio receiver-transmitter. Employees will become increasingly more responsible for the accurate, rapid, and effective evaluation and processing of a variety of police, fire/rescue, and other related incidents and dispatching personnel and equipment in a variety of critical situations involving the preservation of life and property. Prompt and highly accurate reactions are required even under stressful and emergency circumstances. Employees must maintain a high degree of concentration and recall details of several events occurring simultaneously.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Participates in a program of training which includes, but is not limited to, formal and informal: lectures, seminars, demonstrations, applications, evaluations, and examinations in order to acquire the knowledge, skills, and abilities necessary to perform the duties of the classification of Dispatcher.

Studies, retains, and successfully demonstrates knowledge, skills, and abilities attained from lectures, seminars, demonstrations, applications, materials, data, and any other sources of information presented.

Performs simple cleaning and maintenance on work station and appropriate computer and other equipment.

Maintains inventory of supplies. Performs related work as required.

Participates in the program of training in order to become proficient in and to perform the following tasks:

Receiving requests for radio transmissions from public safety personnel relative to the reporting of fires, the need for medical assistance, disturbances of the peace, suspicious persons, other emergencies, and a variety of other incidents. Evaluating the need for police, fire/rescue, and/or other assistance by determining the exact nature of the incident, geographical location, governmental jurisdiction, and, if required, priority. Determining units available for response and select unit(s) to respond.

Dispatching appropriate personnel and equipment using a computer aided dispatch system or other means to the appropriate location, control the distribution of air time, relay and respond to requests and information from field personnel, and transmit reports to proper individuals.

Maintaining continued communication and status of all personnel and equipment for the duration of incidents.

Performing radio tests, bell tests, and equipment tests periodically.

Requesting, receiving, and recording water pressures from all fire department facilities, periodically; participate in National Weather Service radio tests, daily.

Performing duties of other public safety communications personnel such as receiving telephone calls; screen, input, retrieve, and relay information manually or via computer system; and originate requests to Dispatchers.

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Preparing and maintaining logs, activity records, and other written or computerized records or reports of telephone calls received, actions taken, final disposition, etc.

Receiving, answering, and initiating requests for information from city or other law enforcement agencies, police/fire units, ambulance companies, hospitals, automobile wreckers, and/or the general public.

Accessing F.C.I.C., N.C.I.C., and other automated systems in responding to field requests for information.

Telephoning ambulance services and directing them to the appropriate location; informing personnel of expected arrival times of other units and agencies; telephoning other agencies, utilities, or service providers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of modern office practices, procedures, and equipment. Skill in the use of typewriters and/or word processing equipment, and good finger and arm coordination and dexterity.

Ability to develop skill in the use of computer terminals, advanced multi-line telephone equipment, computer aided dispatch systems, radio communication systems, and associated equipment.

Ability to retain and apply detailed and complex written, verbal, and demonstrated procedures, information, and regulations to a variety of situations.

Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action.

Ability to maintain a high degree of concentration and recall details of several events occurring simultaneously.

Ability to effectively prioritize duties when dealing simultaneously with several functions. Ability to develop the capacity to react quickly, accurately, and calmly in stressful and emergency situations which may include life and death decisions.

Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of radio, telephone, or person-to-person contact. Ability to speak clearly with good diction.

Ability to prepare and maintain accurate detailed records, logs, and other written or computerized records or reports.

Ability to spell correctly and write legibly using correct grammar. Ability to verify information and resolve discrepancies.

Ability to look up information in directories by index or cross reference. Ability to rapidly acquire considerable knowledge of: local geography, roadways, landmarks, and jurisdiction boundaries; and standard operations manuals and procedures.

MINIMUM REQUIREMENTS

Type 25 correct w.p.m. Must be able to work variable shifts including nights, weekends, and holidays.

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Ability to work in a fast paced and stressful environment.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling; some crawling, reaching, and handling, standing, pushing, and pulling; extensive sitting.

SUPERVISION RECEIVED

Assignments and work methods are described in detail and initially work is subject to close supervision. As training progresses, employee increases the amount of independent judgment exercised. Work is performed and reviewed for conformance with established procedures and criteria.

SUPERVISION EXERCISED

None.

Rev. 04/24/01